

WHAT IS CLAIMED IS:

1. A programmable apparatus comprising:

- a. a reader to receive input data from a user, said reader being capable of processing input and output from a smart card, wherein said input data comprises customer information, vehicle information, maintenance schedule information, coupon information, a personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
- b. entering means to enter supplemental data that are different from the input data, wherein said supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion;
- c. transmitting means to transmit the input data and the supplemental data to a data management system, wherein said transmitting means is selected from the group comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication;
- d. generating means to generate response data from the data management system, based in part on the input data and the supplemental data, wherein said response data comprises recommended services, a savings amount during a visit, and total savings amount to date, and further wherein the data management system comprises a vehicle dealership management system;
- e. displaying means to display data comprising the input data, the supplemental data, response data and pop up video clips;

- f. updating means to update the input data based in part on the supplemental data and the response data;
- g. storing means to store the updated input data, wherein said storing means is selected from a group comprising a dealer database system and a portable data storage device, said portable data storage device further selected from a group comprising: a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device;
- h. checking means to check access authorization of the input data from the user;
- i. selecting means to select a language from a plurality of choices for use in any printed and displayed text; and
- j. printing means to print the input data, supplemental data and the response data.

2. A programmable apparatus comprising:

- a. receiving means to receive input data from a user;
- b. entering means to enter supplemental data that are different from the input data;
- c. transmitting means to transmit the input data and the supplemental data to a data management system;
- d. generating means to generate response data from the data management system, based in part on the input data and the supplemental data;
- e. displaying means to display the input data, the supplemental data and the response data;

f. updating means to update the input data based in part on the supplemental data and the response data; and

g. storing means to store the updated input data.

5 3. The apparatus of claim 2 where the receiving means comprises a reader capable of processing input and output from a portable information storage device.

10 4. The apparatus of claim 2 where the transmitting means is selected from the group comprising radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

5. The apparatus of claim 2 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

15 6. The apparatus of claim 2 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

20 7. The apparatus of claim 2 where the response data comprises recommended services, a savings amount during a visit, and total savings amount to date.

8. The apparatus of claim 2 where the data management system comprises a vehicle dealership management system.

9. The apparatus of claim 2 where the input data comprises a personal identification number (PIN).

5 10. The apparatus of claim 2 where the input data comprise administrator data that permit functions to be performed that are reserved for a system administrator.

11. The apparatus of claim 2, further comprising checking means to check access authorization of the input data from the user.

10 12. The apparatus of claim 2 where the storing means is a portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.

15 13. The apparatus of claim 2 where the storing means is a dealer database system.

14. The apparatus in claim 2 further comprising displaying means to display pop up video clips.

20 15. The apparatus in claim 2 further comprising selecting means to select a language from a plurality of choices for use in any printed and displayed text.

16. The apparatus in claim 2 further comprising printing means to print the input data, supplemental data, and the response data.

17. A programmable apparatus comprising:

- 5 a. a smart card system (SCS) adapted to store and access information regarding vehicle dealership activities;
- b. a vehicle dealership management system (DMS) electronically communicating with the smart card system; and
- c. a communication link between the SCS and DMS;

10 wherein

1. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
2. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- 15 3. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
4. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data,

20 and further wherein the SCS comprises

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader,

4. a printer, communicating with the data entry station,
5. checking means to check access authorization of the input data from the user,
6. displaying means to display pop up video clips, and
7. selecting means to select a language from a plurality of choices for use in any printed and displayed text;

and wherein the communication link is selected from the group comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication,

and further wherein the data entry station is selected from a group consisting of:
a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard, and a mouse;

and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;

- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

18. A programmable apparatus comprising:

- a. a smart card system (SCS) adapted to store and access information regarding vehicle dealership activities;
- b. a vehicle dealership management system (DMS) electronically communicating with the smart card system; and
- c. a communication link between the SCS and DMS.

19. The invention in claim 18 where:

- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
- d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

20. The invention in claim 18, where

a. the SCS comprises:

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader, and
4. a printer, communicating with the data entry station; and wherein

b. the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

21. The invention in claim 20, where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse,

22. The invention in claim 20, where

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.

23. The invention in claim 20 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

5 24. The invention in claim 20 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

10 25. The invention in claim 20 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

26. The invention in claim 20 where the SCS receives input data comprising a personal identification number (PIN).

15 27. The invention in claim 20 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

20 28. The invention in claim 20, further comprising checking means to check access authorization of the input data from the user.

29. The invention in claim 20 where the SCS further comprises displaying means to display pop up video clips.

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30. The invention in claim 20 further comprising selecting means to select a language from a plurality of choices for use in any printed and displayed text.

- 5 31. A system integration method executed by a programmable apparatus comprising
- a. receiving input data, through a reader, from a user, said reader being capable of processing input and output from a smart card, wherein said input data comprises customer information, vehicle information, maintenance schedule information, coupon information, a personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
 - 10 b. entering supplemental data that are different from the input data, wherein said supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and
 - 15 time of completion;
 - c. transmitting the input data and the supplemental data to a data management system, wherein the input data and the supplemental data are transmitted through a transmitting means that is selected from the group comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical
 - 20 fiber, and wireless communication;
 - d. generating with a programmable apparatus response data from the data management system, based in part on the input data and the supplemental data, wherein said response data comprises recommended services, a savings amount

during a visit, and total savings amount to date, and further wherein the data management system comprises a vehicle dealership management system;

e. displaying data comprising the input data, the supplemental data, response data and pop up video clips;

5 f. updating the input data based in part on the supplemental data and the response data;

g. storing the updated input data, wherein the updated input data is stored using storing means that is selected from a group comprising a dealer database system and a portable data storage device, said portable data storage device further
10 selected from a group comprising: a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device;

h. checking access authorization of the input data from the user;

i. selecting a language from a plurality of choices for use in any printed and displayed text; and

15 j. printing the input data, supplemental data and the response data.

32. A system integration method executed by a programmable apparatus comprising:

a. receiving input data from a user;

b. entering supplemental data that are different from the input data;

20 c. transmitting the input data and the supplemental data to a data management system;

d. generating with a programmable apparatus response data from the data management system, based in part on the input data and the supplemental

data;

- e. displaying the input data, the supplemental data and the response data;
- f. updating the input data based in part on the supplemental data and the response data; and
- 5 g. storing the updated input data.

33. The method of claim 32 where the receiving step comprises receiving input data with a reader capable of processing input and output from a portable information storage device.

10 34. The method of claim 32 where the transmitting step transmits with a transmitting means that is selected from the group comprising radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

15 35. The method of claim 32 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

20 36. The method of claim 32 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

37. The method of claim 32 where the response data comprises recommended services, a savings amount during a visit, and total savings amount to date.

38. The method of claim 32 where the data management system comprises a vehicle dealership management system.

5 39. The method of claim 32 where the input data comprises a personal identification number (PIN).

40. The method of claim 32 where the input data comprises administrator data that permit functions to be performed that are reserved for a system administrator.

10 41. The method of claim 32, further comprising checking access authorization of the input data from the user.

42. The method of claim 32 where the storing step stores the updated input data with a
15 portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.

43. The method of claim 32 where the storing step stores the updated input data with a dealer database system.

20 44. The method of claim 32 further comprising displaying pop up video clips.

45. The method of claim 32 further comprising selecting a language from a plurality of

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choices for use in any printed and displayed text.

46. The method of claim 32 further comprising printing the input data, supplemental data, and the response data.

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47. A method for a programmable apparatus comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS); and
- b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS;

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wherein

1. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
2. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
3. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
4. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data,

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and further wherein the SCS comprises

1. a plurality of smart cards,

2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader,
4. a printer, communicating with the data entry station,
5. checking means to check access authorization of the input data from the user,
5 6. displaying means to display pop up video clips, and
7. selecting means to select a language from a plurality of choices for use in any
printed and displayed text;

and wherein the communication link is selected from the group comprising: radio
transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber,
10 and wireless communication;

and further wherein the data entry station is selected from a group consisting of:

30 a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
b. a keyboard, and
15 c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard,
and a mouse;

and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance
20 schedule information, coupon information, personal identification number (PIN),
and administrator data that permit functions to be performed that are reserved for
a system administrator;

- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

48. A method for a programmable apparatus comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS);
- b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS.

49. The invention in claim 48 where:

- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
- d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

50. The invention in claim 48, where

a. the SCS comprises:

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
- 5 3. a data entry station, communicating with the smart card reader, and
4. a printer, communicating with the data entry station; and wherein

b. the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

51. The invention in claim 50, where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

52. The invention in claim 50, where

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.

53. The invention in claim 50 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

54. The invention in claim 50 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

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55. The invention in claim 50 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

56. The invention in claim 50 where the SCS receives input data comprising a personal identification number (PIN).

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57. The invention in claim 50 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

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58. The invention in claim 50, further comprising checking access authorization of the input data from the user.

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59. The invention in claim 50 where the SCS further comprises displaying means to display pop up video clips.

60. The invention in claim 50 further comprising selecting a language from a plurality of choices for use in any printed and displayed text.

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61. A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

- 5 a. receiving input data, through a reader, from a user, said reader being capable of processing input and output from a smart card, wherein said input data comprises customer information, vehicle information, maintenance schedule information, coupon information, a personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
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- b. entering supplemental data that are different from the input data, wherein said supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion;
- 15 c. transmitting the input data and the supplemental data to a data management system, wherein the input data and the supplemental data are transmitted through a transmitting means that is selected from the group comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication;
- 20 d. generating response data from the data management system, based in part on the input data and the supplemental data, wherein said response data comprises recommended services, a savings amount during a visit, and total savings amount

to date, and further wherein the data management system comprises a vehicle dealership management system;

e. displaying data comprising the input data, the supplemental data, response data and pop up video clips;

5 f. updating the input data based in part on the supplemental data and the response data;

g. storing the updated input data, wherein the updated input data is stored using storing means that is selected from a group comprising a dealer database system and a portable data storage device, said portable data storage device further
10 selected from a group comprising: a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device;

h. checking access authorization of the input data from the user;

i. selecting a language from a plurality of choices for use in any printed and displayed text; and

15 j. printing the input data, supplemental data and the response data.

62. A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

20 a. receiving input data from a user;

b. entering supplemental data that are different from the input data;

c. transmitting the input data and the supplemental data to a data management system;

- d. generating response data from the data management system, based in part on the input data and the supplemental data;
- e. displaying the input data, the supplemental data and the response data;
- f. updating the input data based in part on the supplemental data and the response data; and
- g. storing the updated input data.

63. The invention of claim 62 where the receiving step comprises receiving input data with a reader capable of processing input and output from a portable information storage device.

64. The invention of claim 62 where the transmitting step transmits with a transmitting means that is selected from the group comprising radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

65. The invention of claim 62 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

66. The invention of claim 62 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

67. The invention of claim 62 where the response data comprises recommended services,

a savings amount during a visit, and total savings amount to date.

68. The invention of claim 62 where the data management system comprises a vehicle dealership management system.

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69. The invention of claim 62 where the input data comprises a personal identification number (PIN).

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70. The invention of claim 62 where the input data comprises administrator data that permit functions to be performed that are reserved for a system administrator.

71. The invention of claim 62, further comprising checking access authorization of the input data from the user.

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72. The invention of claim 62 where the storing step stores the updated input data with a portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.

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73. The invention of claim 62 where the storing step stores the updated input data with a dealer database system.

74. The invention in claim 62 further comprising displaying pop up video clips.

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75. The invention in claim 62 further comprising selecting a language from a plurality of choices for use in any printed and displayed text.

76. The invention in claim 62 further comprising printing the input data, supplemental data, and the response data.

77. A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS); and
- b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS;

wherein

1. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
2. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
3. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
4. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the

inputted data,

and further wherein the SCS comprises

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
- 5 3. a data entry station, communicating with the smart card reader,
4. a printer, communicating with the data entry station,
5. checking means to check access authorization of the input data from the user,
6. displaying means to display pop up video clips, and
7. selecting means to select a language from a plurality of choices for use in any
10 printed and displayed text;

and wherein the communication link is selected from the group comprising: radio
transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber,
and wireless communication;

and further wherein the data entry station is selected from a group consisting of:

15 a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard,
20 and a mouse;

and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance
schedule information, coupon information, personal identification number (PIN),

and administrator data that permit functions to be performed that are reserved for a system administrator;

- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

78. A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS);
- b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS.

79. The invention in claim 78 where:

- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the

generated data, and

- d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

5 80. The invention in claim 78, where

a. the SCS comprises:

- 1. a plurality of smart cards,
- 2. a smart card reader, adapted to read the smart cards,
- 3. a data entry station, communicating with the smart card reader, and
- 10 4. a printer, communicating with the data entry station; and wherein

b. the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

15 81. The invention in claim 80, where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

20 82. The invention in claim 80, where

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.

83. The invention in claim 80 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

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84. The invention in claim 80 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

10 85. The invention in claim 80 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

86. The invention in claim 80 where the SCS receives input data comprising a personal identification number (PIN).

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87. The invention in claim 80 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

20 88. The invention in claim 80, further comprising checking access authorization of the input data from the user.

89. The invention in claim 80 where the SCS further comprises displaying means to

display pop up video clips.

90. The invention in claim 80 further comprising selecting a language from a plurality of choices for use in any printed and displayed text.

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91. A smart card system (SCS) comprising:

- a. a plurality of smart cards,
- b. a smart card reader, adapted to read the smart cards,
- c. a data entry station, communicating with the smart card reader, and
- d. a printer, communicating with the data entry station.

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92. The invention in claim 91, where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

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93. The invention in claim 91, where the data entry station is a PC computer with a display screen, a keyboard, and a mouse.

94. The invention in claim 91 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

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95. The invention in claim 91 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

5 96. The invention in claim 91 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

97. The invention in claim 91 where the SCS receives input data comprising a personal identification number (PIN).

10 98. The invention in claim 91 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

15 99. The invention in claim 91, further comprising checking means to check access authorization of the input data from the user.

100. The invention in claim 91 where the SCS further comprises displaying means to display pop up video clips.

20 101. The invention in claim 91 further comprising selecting means to select a language from a plurality of choices for use in any printed and displayed text.

102. The invention in claim 91 where the SCS is adapted to store and access information regarding vehicle dealership activities.

103. The invention in claim 91 where the SCS is adapted to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data.

104. The invention in claim 91 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

105. A smart card system (SCS) comprising:

- a. a plurality of smart cards,
- b. a smart card reader, adapted to read the smart cards,
- c. a data entry station, communicating with the smart card reader,
- d. a printer, communicating with the data entry station,
- e. checking means to check access authorization of the input data from the user,
- f. displaying means to display pop up video clips, and
- g. selecting means to select a language from a plurality of choices for use in any printed and displayed text;

wherein the data entry station is selected from a group consisting of:

a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and

c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard, and a mouse;

and further where the SCS receives:

- 5 a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
- 10 b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date;

and further where the SCS is adapted

- 15 a. to store and access information regarding vehicle dealership activities;
- b. to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data; and
- c. to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

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106. A system integration method executed by a smart card system (SCS) comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,

- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader, and
- d. printing data with a printer, said printer communicating with the data entry station.

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107. The invention in claim 106, where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

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108. The invention in claim 106, where the data entry station is a PC computer with a display screen, a keyboard, and a mouse.

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109. The invention in claim 106 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

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110. The invention in claim 106 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

111. The invention in claim 106 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

112. The invention in claim 106 where the SCS receives input data comprising a personal identification number (PIN).

5 113. The invention in claim 106 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

114. The invention in claim 106, further comprising checking an access authorization of
10 the input data from the user.

115. The invention in claim 106 further comprising displaying pop up video clips.

116. The invention in claim 106 further comprising selecting a language from a plurality
15 of choices for use in any printed and displayed text.

117. The invention in claim 106 where the SCS is adapted to store and access information regarding vehicle dealership activities.

20 118. The invention in claim 106 where the SCS is adapted to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data.

119. The invention in claim 106 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

5 120. A system integration method executed by a smart card system (SCS) comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- 10 d. printing data with a printer, said printer communicating with the data entry station,
- e. checking an access authorization of the input data from the user,
- f. displaying pop up video clips, and
- g. selecting a language from a plurality of choices for use in any printed and
- 15 displayed text;

wherein the data entry station is selected from a group consisting of:

a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- 20 c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard, and a mouse;

and further where the SCS receives:

a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;

b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and

c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date;

and further where the SCS is adapted

a. to store and access information regarding vehicle dealership activities;

b. to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data; and

c. to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

121. A machine readable memory medium containing instructions which, when executed by a smart card system (SCS), cause the SCS to perform a method comprising:

a. receiving input data on a plurality of smart cards,

b. reading the smart cards with a smart card reader,

c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader, and

d. printing data with a printer, said printer communicating with the data entry station.

122. The invention in claim 121, where the data entry station comprises:

- 5 a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

123. The invention in claim 121, where the data entry station is a PC computer with a
10 display screen, a keyboard, and a mouse.

124. The invention in claim 121 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

15 125. The invention in claim 121 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

20 126. The invention in claim 121 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

127. The invention in claim 121 where the SCS receives input data comprising a personal identification number (PIN).

128. The invention in claim 121 where the SCS receives input data comprising
5 administrator data that permit functions to be performed that are reserved for a system administrator.

129. The invention in claim 121, where said method further comprises checking an access authorization of the input data from the user.

130. The invention in claim 121, where said method further comprises displaying pop up video clips.

131. The invention in claim 121, where said method further comprises selecting a
15 language from a plurality of choices for use in any printed and displayed text.

132. The invention in claim 121 where the SCS is adapted to store and access information regarding vehicle dealership activities.

133. The invention in claim 121 where the SCS is adapted to generate data in a user
20 session and store the generated data in the SCS, and to print and to display the generated data.

134. The invention in claim 121 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

5 135. A machine readable memory medium containing instructions which, when executed by a smart card system (SCS), cause the SCS to perform a method comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station
10 communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station,
- e. checking an access authorization of the input data from the user,
- f. displaying pop up video clips, and
- 15 g. selecting a language from a plurality of choices for use in any printed and displayed text;

wherein the data entry station is selected from a group consisting of:

a data entry station that comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- 20 b. a keyboard, and
- c. a mouse;

and a data entry station that comprises a PC computer with a display screen, a keyboard, and a mouse;

and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date;

and further where the SCS is adapted

- a. to store and access information regarding vehicle dealership activities;
- b. to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data; and
- c. to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

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